Operations & Systems Analyst

DESCRIPTION OF WORK:

This is analytical work in the administration or operation of computer(s) or groups of computers, troubleshooting and improving operation systems, and monitoring the usage and workload of the computer systems and auxiliary equipment. Operational procedures of computer applications are analyzed to determine potential for automation to improve efficiency or correct recurring errors. Problems with operational functions and application performance are analyzed to determine when situations require changes or enhancements to be designed, tested and implemented. Updates to operational software or new utilities to optimize system performance are installed requiring analysis of impact to existing computer systems and languages and other applications. Overall system functions are reviewed for performance failures, slowdowns, and space shortages and corrective actions are determined. This may involve tuning of existing functions within the computer operational systems or determining new products or changes from vendors to alleviate situations.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING:

- **Planning and Organizing:** Ability to work independently to complete tasks. Able to stay on task.

- **Project Management:** Ability to interact as a productive team member on a project team or manages a project task.

- **Technical Knowledge:** Ability to apply basic programming concepts to JCL.
Understands software installation concepts.

- **Technical Solution Development:** Knowledge of available technologies to recommend solutions for work that is characterized by a limited number of user objectives and relatively stable work functions.

- **Technical Support:** Ability to resolve routine operational problems referred from technicians. Able to solicit relevant information from client in order to sufficiently describe non-routine problems to technical expert, and effectively communicate solution to client.

- **Consultancy Skills:** Understands user needs through discussion with customer.

JOURNEY

- **Planning and Organizing:** Knowledge of work standards, processes, and references to regularly assist management.

- **Project Management:** Ability to manage one module of a larger project or responsible for projects of limited complexity including software installation and migration.

- **Technical Knowledge:** Knowledge of testing procedures of new and upgraded software packages.
Understands automated operations or storage management practices.
Ability to modify moderately complex operating systems software by assisting with design, coding

- **Technical Solution Development:** Knowledge of standards and procedures for automated operations and storage management methodologies to prevent operational problems or makes recommendations for enhancements or changes to improve system operation.
Understands viability of alternative technical solutions and can present information to the client.

- **Technical Support:** Understands underlying issues related to client problem and takes action to prevent future occurrences.
Ability to resolve routine and some non-routine problems.

- **Consultancy Skills:** Ability to relay information

and debugging.

to clients regarding the resolution plans for their problems.

ADVANCED

- **Planning and Organizing:** Ability to plan and organize the day-to-day work of others.
  Ability to reorganize work assignments of other technicians and/or analyst and adapt their workload, if necessary, to unanticipated changes.

- **Project Management:** Knowledge of software installation and migration to manage complex projects. May manage timelines and resources, and may lead implementation efforts to completion.

- **Technical Knowledge:** Ability to make sophisticated modifications to complex operating software programming.
  In-depth knowledge of automated operations or storage management software and its functioning related to other software.

- **Technical Solution Development:** Ability to anticipate operational performance and develop advanced solutions to improve.
  Ability to assess impact of new technologies on current systems.
  Ability to identify trends in reoccurring problems and develops appropriate solution.
  Ability to Interact with hardware and software vendors as appropriate to solve problems.

- **Technical Support:** Ability to interact with lower level analysts or client representatives to recommend methods of resolving problems.
  Serves as a key resource in solving problems of medium to high complexity.
  Capable of developing and/or implementing information technology solutions to enhance organizational success

- **Consultancy Skills:** Ability to create or implement custom solutions and provide consultation on issues and requests from clients.
  Ability to consult with senior level decision-makers, on an on-going basis, to develop long-range strategic alternatives.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from a four-year college or university with a major in information technology, computer science, or a closely related field. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

Degrees must be received from appropriately accredited institutions.